

# Provider and Credentialing Agent Account Set Up

This document will describe the steps a Provider or Credentialing Agent will take to set up their KY MPPA account through KOG.

## Overview

In order to access KY MPPA to prepare a New Enrollment application or perform a Maintenance-related action on an existing Medicaid ID, the Provider or Credentialing Agent (User) will need an account with KY MPPA.

The process to set up an account and sign on to KY MPPA is a simple series of both one-time and recurring steps as seen in Figure 1.

- Steps 1-4 are only required to set up a new account and are included in this job aid.
- Steps 5-8 are recurring and will be required each time you log on to KY MPPA; these steps are explained in the ‘**Provider and Credentialing Agent Sign On to KY MPPA**’ job aid.

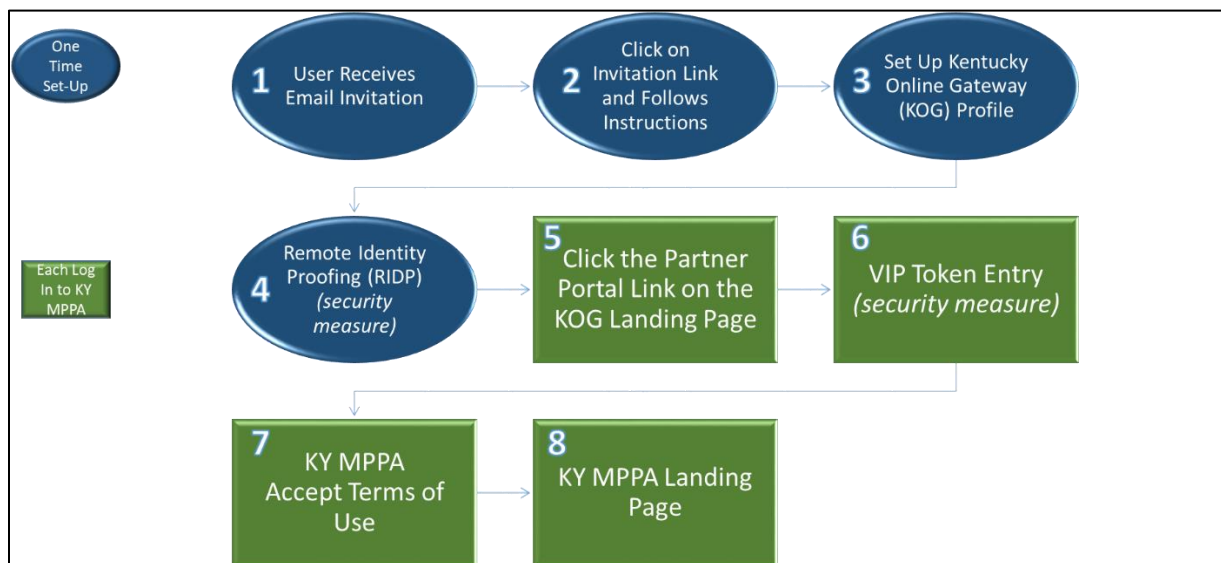


Figure 1: KY MPPA Account Set-Up and Sign-On Process

## Account Set-Up

### Step 1

You may receive an invitation in several different ways:

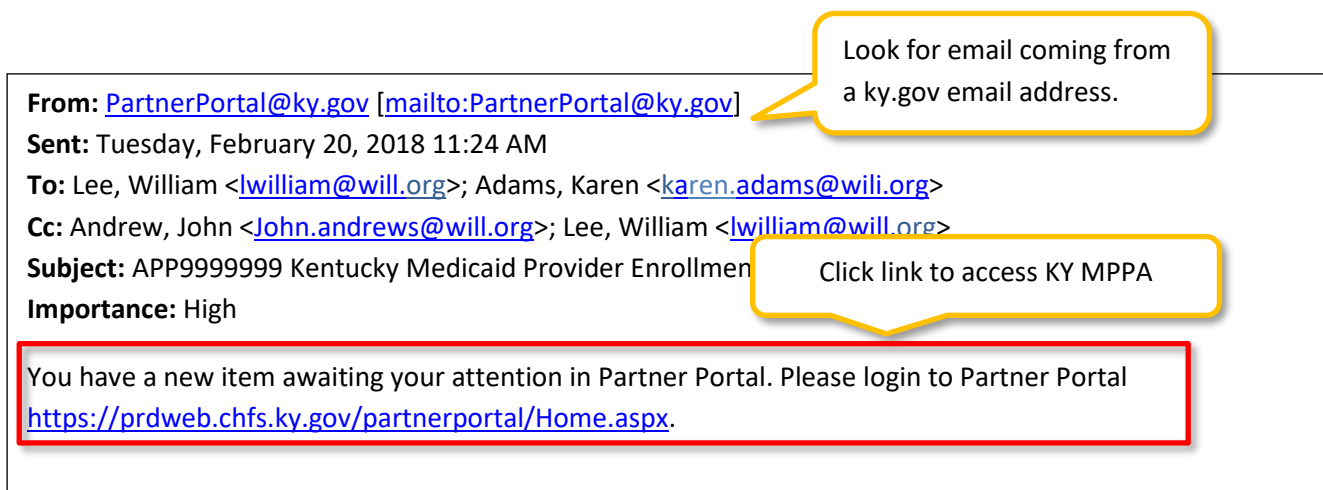
- The Provider or Credentialing Agent can click on the “Register for KY MPPA Account” link from the KY MPPA web page.

- The Provider or Credentialing Agent may receive an email from KY MPPA if the credentialing organization has provided a list of email addresses allowing KY MPPA to send a batch email invitation to all users of the organization.
- The Credentialing Agent may receive an invitation from the Provider or Organization's Organization Administrator (*if part of a credentialing organization*) through the Organization Management Application (OMA).
- The Provider may receive an invitation from KY MPPA when a Credentialing Agent has prepared a New Enrollment Application.

With any of these email invitation methods, **click on the link** included in the email (Figure 2).

**Note:** Users can click the link in the invitation. You can also copy and paste the link into a browser making sure there is no period and 'Home' is capitalized.

**Note:** The email invitation may look different depending upon the email invitation source.



**Figure 2: Email Notification Sent to Provider**

## Step 2

- Click the '**Let's Get Started**' button to create a new KOG/KY MPPA account from the '**Welcome to the Kentucky Medicaid Partner Portal**' screen.
- Click '**Create an Account**' button to register for a new KOG Account.

**Note:** KOG is an authentication system used by the state of Kentucky as a secure gateway to access state applications. You must always click the '**Let's Get Started**' button regardless of whether or not you have an existing KOG account. Clicking this button will direct you to the Gateway Login Screen.

**Note:** If you have an existing KOG account with the same business email address, you can log into the KOG account on the Gateway Log In screen to begin the KY MPPA account set up process (if this is the same email where you received your KY MPPA invitation).

### Step 3

Set up your KOG account profile (Figure 3). To set up the KOG account, you will:

- **Complete the fields** on the Kentucky Online Gateway Profile screen and click **Submit**.
- Activate your account by **clicking the link** in the verification email sent by KOG (*sent to the email account where you received Your KY MPPA email invitation*).
- **Answer** security questions and **Verify Account**.
- Validate your new account by **clicking the provided link**.
- **Sign in** with username and password on Gateway Log In screen.

The screenshot shows the 'Kentucky Online Gateway' profile setup page. The form is titled 'Please complete your Kentucky Online Gateway Profile' and includes a note: 'Please fill out the form below and click Submit when finished.' Below this, it states 'All fields with \* are required.' The form fields are as follows:

- \* First Name: new
- Middle Name: (empty)
- \* Last Name: provider
- \* Username: new.provider (with a callout: 'The username is generated automatically but can be changed here.') and a help icon
- \* Password: (masked with dots) and a help icon
- \* Verify Password: (masked with dots) and a help icon
- \* E-Mail Address: new.provider@keups.net (with a callout: 'Use the same email found in your invitation to join KY MPPA. It can be updated after the account is set up in KOG.') and a help icon
- \* Verify E-Mail Address: new.provider@keups.net
- Telephone: 123-456-7890
- Extension: 1234
- Street Address 1: 123 Main Street
- Street Address 2: (empty)
- City: Frankfort
- State: Kentucky (dropdown menu)
- Zip Code: 40601
- Language Preference: English (dropdown menu)
- Question: What is your mother's middle name? (dropdown menu, checked)
- \* Answer: Maiden
- Question: What was the name of your first pet? (dropdown menu, checked)
- \* Answer: Dog

At the bottom of the form are two buttons: 'Submit' (highlighted with a red box) and 'Cancel'.

Figure 3: KOG Profile

### Step 4

As part of the security features of KOG, when you log in for the first time you will need to confirm you are who you say you are through a process called Remote Identify Proofing (RIDP). You will answer a series of questions that only you should know the answers to based on your personal information, such as where you have lived or cars you have owned.

To complete the RIDP process you will:

- Fill out the information screen with your personal information (*legal name, home address, etc.*). Make sure to use the home address and not the business address.

**Note:** *Including the last four of your social security number and cell phone in your responses will generate more targeted verification questions that should be easier to answer.*

- Click **Next**.
- Answer the verification questions.
- Click **Next**.
  - If you are unsuccessful answering the three initial questions provided, you will be presented with two additional questions.
  - In the event you are unsuccessful answering the two additional questions and cannot be verified online, you will be given a **Reference Code** and directed to call the KY MPPA Contact Center so your identity may be verified offline.
    - Make sure to document the **Reference Code** before contacting the Contact Center.
    - *You should leave the window open with the Reference Code when contacting the Contact Center.*
    - *Once the Contact Center has identity proofed you, you will return to this screen and click **Start a New Session***
  - You can reach out to the Contact Center by email ([medicaidpartnerportal.info@ky.gov](mailto:medicaidpartnerportal.info@ky.gov)) or via phone at 1-877-838-5085, Extension 1. For more information on how to contact the Contact Center, see the '**Preparing to Call the KY MPPA Contact Center**' job aid in the KY MPPA Training Resources Library.

## Step 5

Once you have completed the RIDP process, you will be directed to the "**My Apps**" screen.

- Click on the **Launch** button in the Partner Portal tile.

## Additional Assistance

- Reference the '**Provider and Credentialing Agent Sign On to KY MPPA**' job aid for the steps to launch KY MPPA and complete the Multi-Factor Authentication set up.
- To see the steps demonstrated, you can watch the '**Provider and Credentialing Agent Account Set Up**' video from the KY MPPA Video Resources library.